Dispatcher Operations Guide

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What is Dispatching?

Dispatching is the process by which Dispatchers and/or Guards safely and efficiently send a train out from a station. Dispatchers are assigned to groups of platforms at a station of their choice. If a train arrives at their assigned platforms, they inform the Signaller, if present, that the train is ready to depart. They then ensure that it is safe for the train to depart in collaboration with the Driver and/or Guard.

Eligibility

The requirements to attend a Dispatcher training are:

1. You are a Qualified Driver in the SCR Roblox Group;
2. You have at least 360 experience in-game

Dispatcher Training

Once you have met the requirements listed above, you can then begin your Dispatcher training. First, you will need to take the Dispatcher quiz in-game. This tests your knowledge on general dispatching knowledge and scenarios that you may encounter in-game as a Dispatcher. After you have passed the quiz, you can then attend a Dispatcher Training session. This consists of a Q&A and practical assessments, meaning that you will not be asked any theoretical questions.

Spawning as a Dispatcher

How to spawn

1. From the main menu, select the Dispatcher role.

2. Click on the station of your choice* and select your preferred spawn location.

3. Click the “Spawn” button.

** Not all stations in-game are dispatchable*

Role Selection Menu

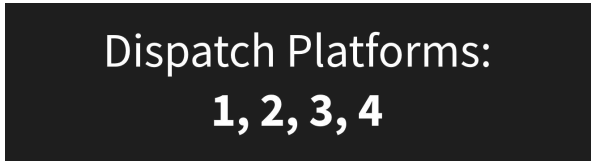
Station Spawn Menu

After spawning at a station as a Dispatcher, you will receive a group of platforms that you are assigned to.

Once you spawn, it is **YOUR** responsibility to dispatch every train that stops on these platforms until you despawn. Therefore, it is important that you keep a close eye to see whenever a train arrives.

Beware that you should **NEVER** leave your assigned station without despawning.

You can find your platform assignment on the right-hand side of your screen.



Platform assignment at
Stepford United Football Club

Dispatching without a Guard (1/2)

The dispatching procedure depends on whether or not there is a Guard active on the train you are dispatching. If there is no Guard present, then you must position yourself like this before dispatching:

1. Head to the platform on which the train has arrived*. **You must dispatch from this platform,** unless dispatching on an adjacent island platform would improve visibility with the driver, such as when there is a curved platform like at Stepford High Street.
2. **You must stand from the middle to rear of the train when dispatching.** There are no exceptions. Make sure to stand a safe distance from the train.
3. **Face towards the front of the train, where the driver is positioned.** Again, there are no exceptions. The driver should be able to see your dispatch baton.

** Do not jump over the tracks to get to the correct platform*

⚠️ When dispatching without a Guard, the dispatching position is **always** middle - rear on both single & double units. More info on this can be found on the following pages.

Class 377 (single unit)

A correct position should look like this:

✅ Standing from the middle to rear of the train

✅ Facing forwards towards the Driver

✅ Standing on the same platform as the train

✅ Standing a safe distance from the train

Beware that you should NOT:

❌ Move during the dispatching animations

❌ Stand near obstructions which can block your baton, such as stop markers, signage & walls

❌ Stand too far away from the side of the train

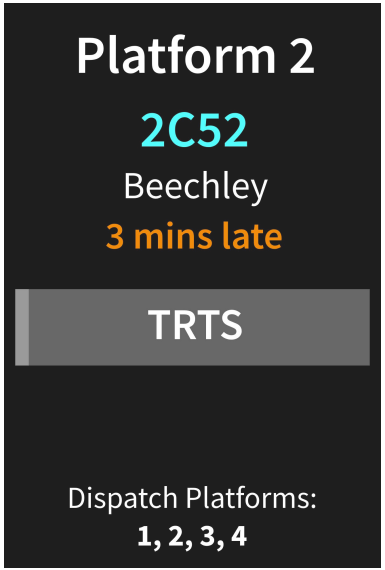
❌ Stand beyond the rear of the train

Once a train begins loading, click on the blue box around it to open the dispatch GUI on the right hand side of your screen. If this does not appear, try clicking the train from a different angle.

TRTS stands for “Train Ready to Start”. It is a tool used to let any online Signallers know that the train is preparing to depart the station and the signal should be changed.

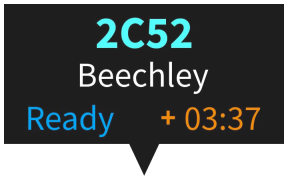
Once the TRTS button appears on your dispatch GUI, you should **press it as soon as possible** to give the Signaller as much advance notice as possible. An exception to this is if the train is terminating.

Keep in mind that you still must press TRTS right away **even if there are no online Signallers.**



Dispatch GUI with TRTS button

⚠️ Sometimes the Dispatch GUI above a train (**overlay**) can prevent you from seeing the signal or OFF-indicator. You can hide this by pressing the “U” key on your keyboard. To bring it back, simply press the “U” key again.



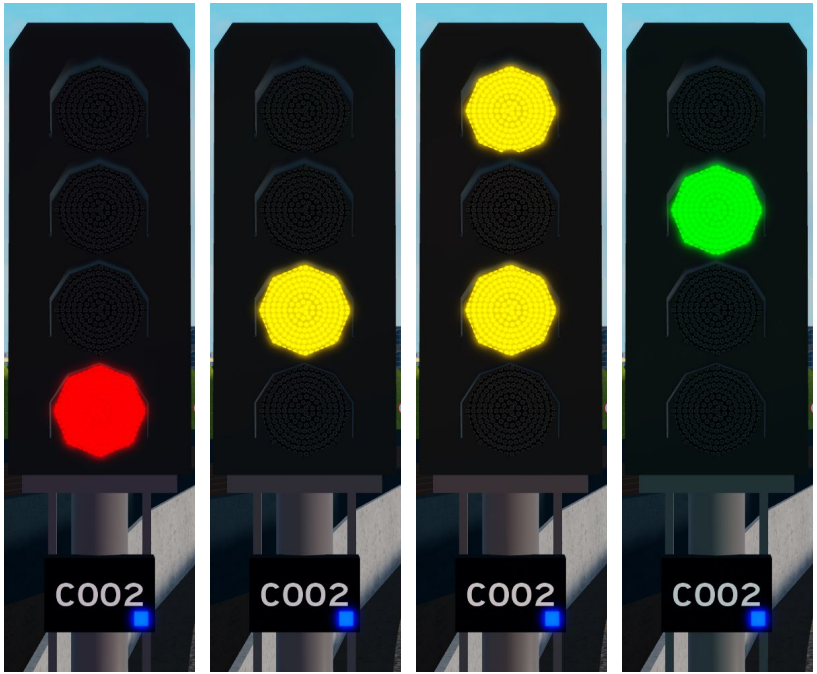
Identifying the Signal Aspect (1/2)

After you press TRTS, any online Signallers controlling your dispatch station will change the signal if necessary as soon as possible. There are several ways you can determine if you can dispatch safely based on the signal aspect.

First, you can determine the aspect of the signal at your platform by looking at the physical signal itself.

<u>As mentioned in the Driver Operations Guide</u>:

- A red signal means Danger
- A single yellow signal means Caution
- A double yellow signal means Preliminary Caution
- A green signal means Proceed



Danger | Caution | Preliminary Caution | Proceed

Identifying the Signal Aspect (2/2)

OFF Indicators are tools along the platforms of stations to help you determine the platform signal's aspect.

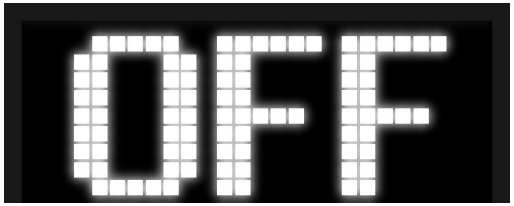
- A **lit** OFF indicator means the signal ahead is Proceed/Caution/Preliminary Caution, and it is **safe** to dispatch.
- An **unlit** OFF indicator means the signal ahead is Danger, and it is **not safe** to dispatch.

Banner Repeaters are a different tool to identify the signal aspect and can be found at some stations.

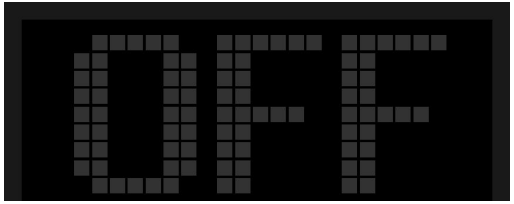
- A **diagonal** stripe means the signal ahead is Proceed/Caution/Preliminary Caution, and it is **safe** to dispatch.
- A **horizontal** stripe means the signal ahead is Danger, and it is **not safe** to dispatch.

⚠️ Both tools may be located next to the wrong half of the train. Ensure that you are stood in the correct position before pressing "Close Doors".

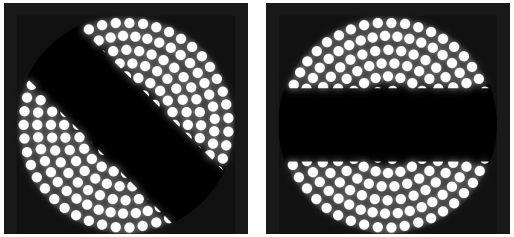
⚠️ Some stations have two OFF-indicators. Always check the **direction of the signal** beneath it, before dispatching a train.



Lit OFF indicator



Unlit OFF indicator



Banner repeaters

Once the train has finished loading and you have pressed TRTS, a “Close Doors” button will appear.

Unlike TRTS, you should never press this button immediately!

- First, you must check the signal aspect. If the aspect is Danger, you **may not** dispatch the train unless it overshot the signal.
- If the signal is not showing a Danger aspect, it is safe to dispatch. Always ensure that your position is correct before dispatching!

Once it is safe to dispatch, press the “Close Doors” button. You will raise a dispatch bat with a white light and whistle. **Stay still** during the animation. The driver will then be prompted to close the passenger doors.

After the driver closes the passenger doors, you must check that all the interlock lights are **unlit**. You are allowed to move around or zoom out to do so, but **keep it quick** while making sure to check all of them.

Interlock lights are small, orange lights on each carriage of the train. Their appearance can slightly vary across trains.

Once you have checked all the interlock lights and the signal is still clear, press the “Dispatch” button to release the train. You will again whistle and raise a baton. During these animations, you must remain still. Do not leave the platform until the train has **completely left the station**.

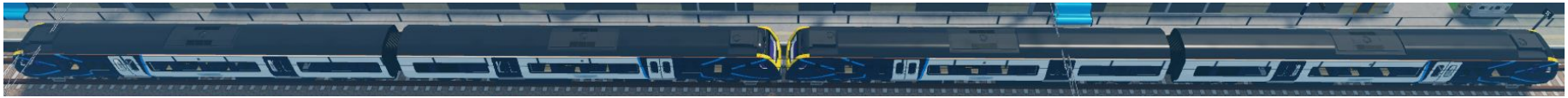
Interlock lights

⚠️ If there is no Signaller active, a different train may cause your signal to change to a Danger aspect while you are dispatching. If so, you must **WAIT** until the signal is once again showing a proceed, preliminary caution or caution aspect.

As a Dispatcher, you will come across both single and double unit trains. You must be able to distinguish these, as the correct procedure differs between each type of train:

Single unit (Class 331/0)

Single units are trains which are not coupled to other train sets. They consist of two driver cabs (front & rear). If a Guard is present, they will be positioned at the rear of the train. Single units are highly common compared to double units.



Double unit (Class 195/2)

Double units consist of two train sets coupled together. They consist of at least four driver cabs (1 at the front, 2 in the middle & 1 at the rear). If a Guard is present, they will be positioned near the middle of the train; They are not as common as single units.

If there is a Guard active on the train you are dispatching, the correct dispatching procedure depends on whether the train is a single or double unit:

Single units

1. Dispatch on the **same platform as the train**, so position yourself there.
2. Stand from the **front to middle** of the train.
3. Face **backwards*** towards the Guard (who will be at the rear of the train).

Double units

1. Similarly, you must dispatch on the **same platform as the train**.
2. Stand at the **very rear** of the train.
3. Face **forwards**** towards the Driver & Guard (who will be in the middle of the train).

** Backwards is defined as the rear of the train in relation to its driving direction*
*** Forwards is defined as the front of the train in relation to its driving direction*

Class 185 (single unit)

A correct position should look like this:

✅ Standing from the front to middle of the train (single unit)

✅ Facing backwards towards the Guard

✅ Standing on the same platform as the train

✅ Standing a safe distance from the train

Beware that you should NOT:

❌ Move during the dispatching animations
❌ Stand near obstructions which can block your baton, such as stop markers, signage & walls
❌ Stand too far away from the side of the train
❌ Stand beyond the front of the train

Class 195/2 (double unit)

A correct position should look like this:

✅ Standing at the very rear of the train (double unit)

✅ Facing forwards towards the Guard

✅ Standing on the same platform as the train

✅ Standing a safe distance from the train

Beware that you should NOT:

❌ Move during the dispatching animations
❌ Stand near obstructions which can block your baton, such as stop markers, signage & walls
❌ Stand too far away from the side of the train
❌ Stand beyond the rear of the train

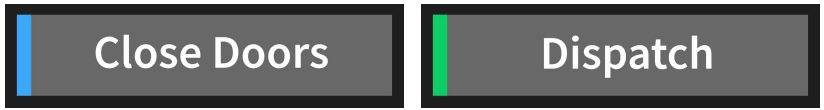
Just as before, you should press **TRTS as soon as it appears** on your dispatch GUI.

When the train finishes loading, the “Close Doors” button will appear. If the signal is clear, press this button so the Guard can close the doors.

Again, check that all the interlock lights are unlit. This time, the interlock light for the Guard’s local carriage will start flashing. That is normal.

Once you have checked the interlock lights and the signal is still clear, press the “Dispatch” button. The Guard will respond by holding up a green torch. They will then enter the train and ensure that the train can depart.

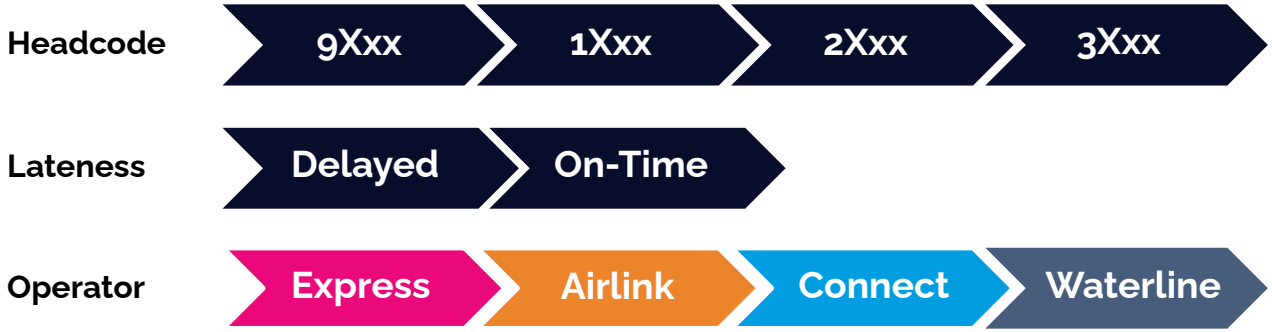
Guard’s torch

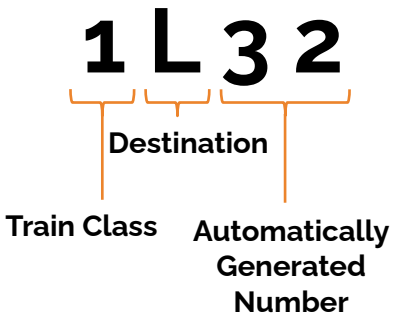


⚠️ If there is no Signaller active, a different train may cause your signal to change to a Danger aspect while you are dispatching. If so, you must **WAIT** until the signal is once again showing a proceed, preliminary caution or caution aspect.

Headcodes are a unique identifier for a train and its service. They consist of a fixed format as shown on the right. Only the first number of a headcode (Train Class) is relevant for priority.

A Dispatcher must prioritise trains based on **Headcode > Lateness > Operator:**





If trains have the same headcode, lateness & operator priorities, you can dispatch them in any order.

⚠️ If a train has **overshot the signal** and has passed it at danger (SPAD), you must dispatch it **first regardless of priority**.

⚠️ Priority only applies if trains on your platforms have nearly finished loading. If a train is ready to be dispatched and another train is approaching, dispatch the train that is ready first regardless of priority.

Action	Keyboard + Mouse	Gamepad	Mobile
Select Train	LMB	RT	Tap
Trigger TRTS	Q / GUI	Y	GUI
Trigger Close Doors	T / GUI	X	GUI
Trigger Dispatch	R / GUI	Y	GUI
Toggle Overlay Visibility	U / GUI	LS	N/A

The following offences as a Dispatcher may result in a warning or demotion:

- Dispatching Incorrectly (wrong place, facing wrong way, on red, not using TRTS correctly, wrong priority when dispatching).
- Moving excessively during the animation or changing platforms before the train is fully out of the station.
- Parkour (climbing on gantries, jumping over platforms, standing on station structures [canopies, roofs, etc.] when on duty).
- Disrespectfulness (screaming at others, calling others names, bullying, not listening to Supervisors+).
- Leaving Post (leaving the station while on-duty, riding trains while on duty, trespassing while off-duty).
- Trolling (leaving a train AFK on the line, not dispatching a train for no reason, trying to derail trains).

⚠️ Any rules that apply to Qualified Drivers apply to Dispatchers as well.

This guide should answer all of your questions regarding how to dispatch properly.

If you have any questions, please do not hesitate to get in touch through SCR Assistance on our communications server. A Supervisor will be happy to assist you.

Alternatively, you can ask questions during the Q&A of a Dispatcher Training.

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